

ZEESHAN ALI

Customer Service Representative

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SUMMARY

Dynamic and results-oriented professional with proven expertise in customer care and fintech. Skilled in customer relationship management and strategic problem-solving to drive satisfaction, enhance brand perception, and support business growth. Seeking a challenging role to deliver exceptional customer experiences and contribute to a forward-thinking organization.

EXPERIENCE

Back office specialist / L2 03/2024 - Present
duPay Financial Services- EITC Dubai, United Arab Emirates

- Handles Incident inquiries and issues related to payment processes and transactions.
- Resolves technical issues impacting payment systems and gateways by providing trouble shooting steps
- Identify and flag suspicious or fraudulent transactions
- Monitors transactions to identify and prevent fraudulent activities.
- Coordinate with Technical Ops, Financial Ops ,Card Ops as necessary
- Closing the tickets by doing follow ups with financial team once super transaction are completed.
- Filling dispute form for Unauthorized transactions.
- Resolving tickets before breaching SLA by doing follow ups.
- Supported new team members on technical process and procedures answered questions as needed.
- Following up with remittance partners when transactions on hold for compliance-AML.

Customer service representative L2 10/2022 - 12/2023
Concentrix Service Private Limited Bangalore,india

- Handled level 1 escalation cases which are not resolved in the given TAT regarding order and refund delay
- Used to follow up the level 1 escalation cases till the issue resolved by doing mails, calls and chats.
- Used to follow up with escalation cases from backend team till the user issue is resolved.
- Maintained a high level of professionalism when dealing with difficult customers.
- Met daily customer service quotas with a focus on quality and NPS set by the process.

Customer Service Representative 01/2020 - 10/2022
Concentrix Service Private Limited Bangalore, India

- Provided customer support for customers via phone, email and chat; responded to customer inquiries promptly and professionally
- Maintain customers data in Oracle database and familiar with CRM tools as well
- Probing customer to identify root cause analysis and provide steps as per process
- Assisted customers in navigating through various web pages on the company's website during their purchase process.
- Identified opportunities for upselling additional products or services based on customer needs
- Assign unresolved tickets to the appropriate support team.
- Identify and escalate tickets requiring urgent attention and action
- Met NPS and quality Target as per process

SKILLS

Effective communication

Problem solving

Attending to detail

Creative thinking
Adaptability

Marketing strategy
implementation

Team work and collaboration

Active listener,
Customer relationship
management

Customer service excellence,
CRM tools

LANGUAGES

English Proficient

Hindi/ Kananda Proficient

EDUCATION

Bachelor Of Commerce (Marketing & logistics). 2019-2022